



ICANS Consents and Referrals Provider Guide

When a client is receiving services, there are a lot of moving parts working together to give that client the best care. To help maintain the continuity of care regardless of what agency is providing services for the client, the Consent and Referral functions were built into the ICANS system.

Consents and Referrals are fast and secure ways to share specific information about a client between agencies.

Consents and Referrals are used when a client transfers from one authorized agency using ICANS to another or when the family wants to share the client's information with another agency.

There are many reasons why a client might transfer to another agency. It is commonly done after Liberty Healthcare completes the initial CANS assessment or by the family's request.

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The first step is to have the family sign a copy of the Release of Information form which grants permission for your agency to share the client's information with another designated agency.



What is the difference between the Informed Consent and a Consent entered into ICANS?

The **Informed Consent** is a document that must be signed before any provider can enter the client's information into the ICANS system.

A **Consent** is entered into ICANS after a Release of Information form is signed and will share specific information about the child electronically with another agency.

What is a Release of Information?

The Release of Information grants your agency permission to share a client's data with another agency.

How long is the client's information available to another agency after the Release of Information is signed?

Client Consents typically last for one year, but this timeframe can be adjusted.

The Consent can be revoked at any time. Revoking the consent will not hide information already disclosed, but future information will not be shared.





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Once the Release of Information is signed, a Consent is entered into ICANS which will securely and immediately make the client's information available to the specified agency.



Create the Consent in ICANS by logging into the Client's Dashboard and clicking on the Consents/Referrals tab.



Click Add Consent from the Consent tile, complete all fields and click save.



At this point the Consent is complete and you can either navigate away from the page or create a Referral.

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If you are transferring a client to another agency, create a Referral in ICANS to electronically transfer the client record.



There must be a signed Consent in ICANS before you can create a Referral



Create the Referral in ICANS by logging into the Client's Dashboard and clicking on the Consents/Referrals tab.



Click Add Referral from the Referral tile, complete all fields and click save.



The client's information will electronically be sent to the agency they were referred to. The agency receiving the Referral will either accept or reject the Referral as appropriate.

